

Host nation CAS conference June 14 - 16, 2000 French presentation

- **New procurement policy**
- **Gov. Quality Assurance approach**
 - **Product quality management**
 - **Assessment and ranking of suppliers**
 - **User's satisfaction**

New procurement policy (1)

➔ Program procurement charter

- **competition is the rule :**
 - whenever possible at the highest level
 - if not, competition at subcontractor's level
 - contractual procurement plan, with fair competition rules and guidelines
- **global contracting at the program level**
and whenever possible between programs
- **overall responsibility of the main contractor**
- **contractual quality requirements and plan**

New procurement policy (2)

→ R & T studies

- financial participation of the contractor, royalties, Intellectual Property Rights**
- incentives for stopping when initial goal appears unattainable**

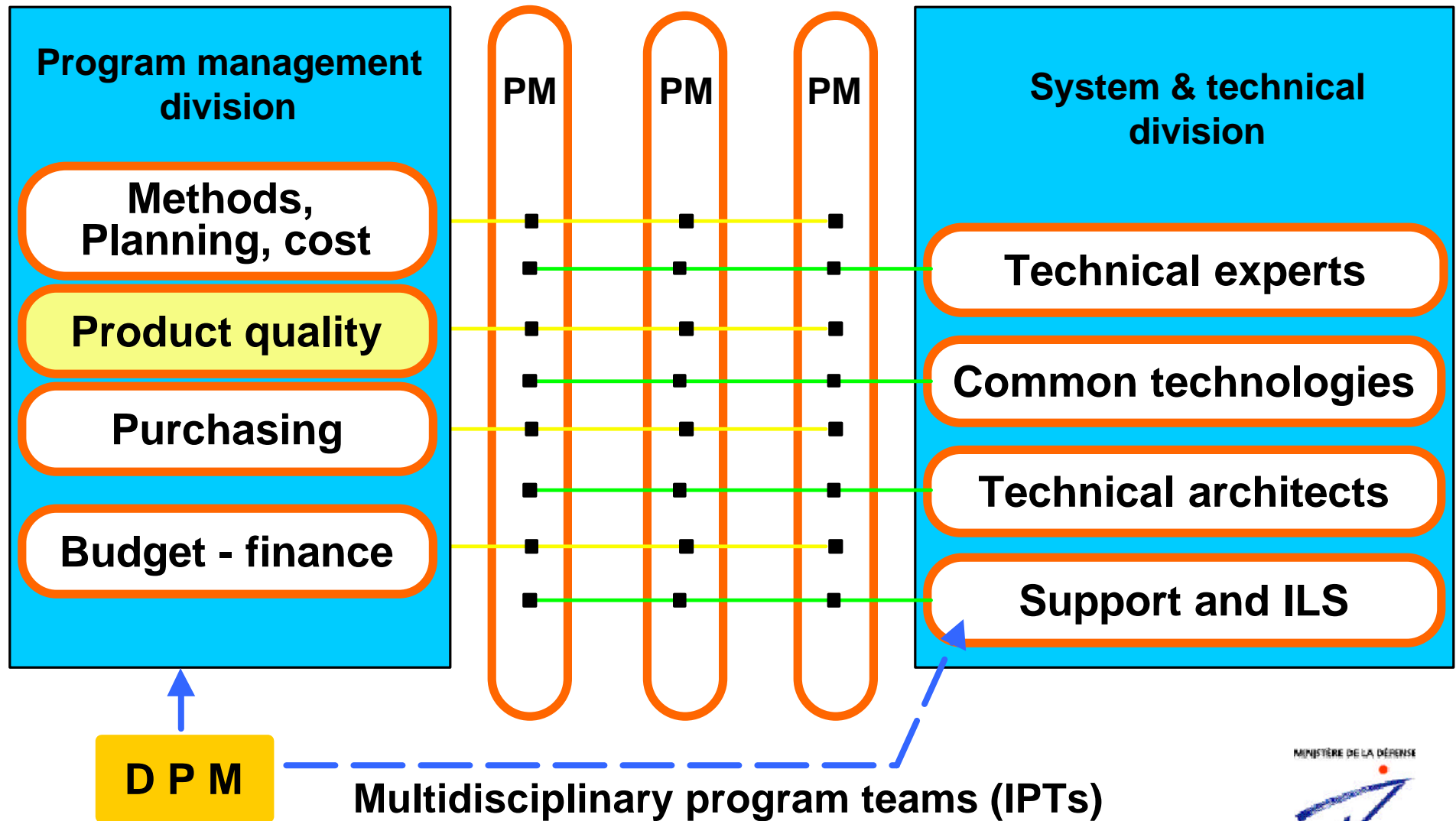
→ ILS

- repair and tasks standardisation, firm price contract for support in service**
- in service contracts with provisions for crisis situations**

DGA policy regarding product quality

- **Obvious, self-evident product quality**
from fielding, preserved all along operational life
- **Responsible suppliers**
for the the product quality, and for sub-contractors
- **Contractual product quality clauses**
tuned to the strict necessary, quality plan
- **Return of experience**
ascertainment of the quality level achieved in the field
and fulfilment of the supplier's commitments

DGA's matrix organization



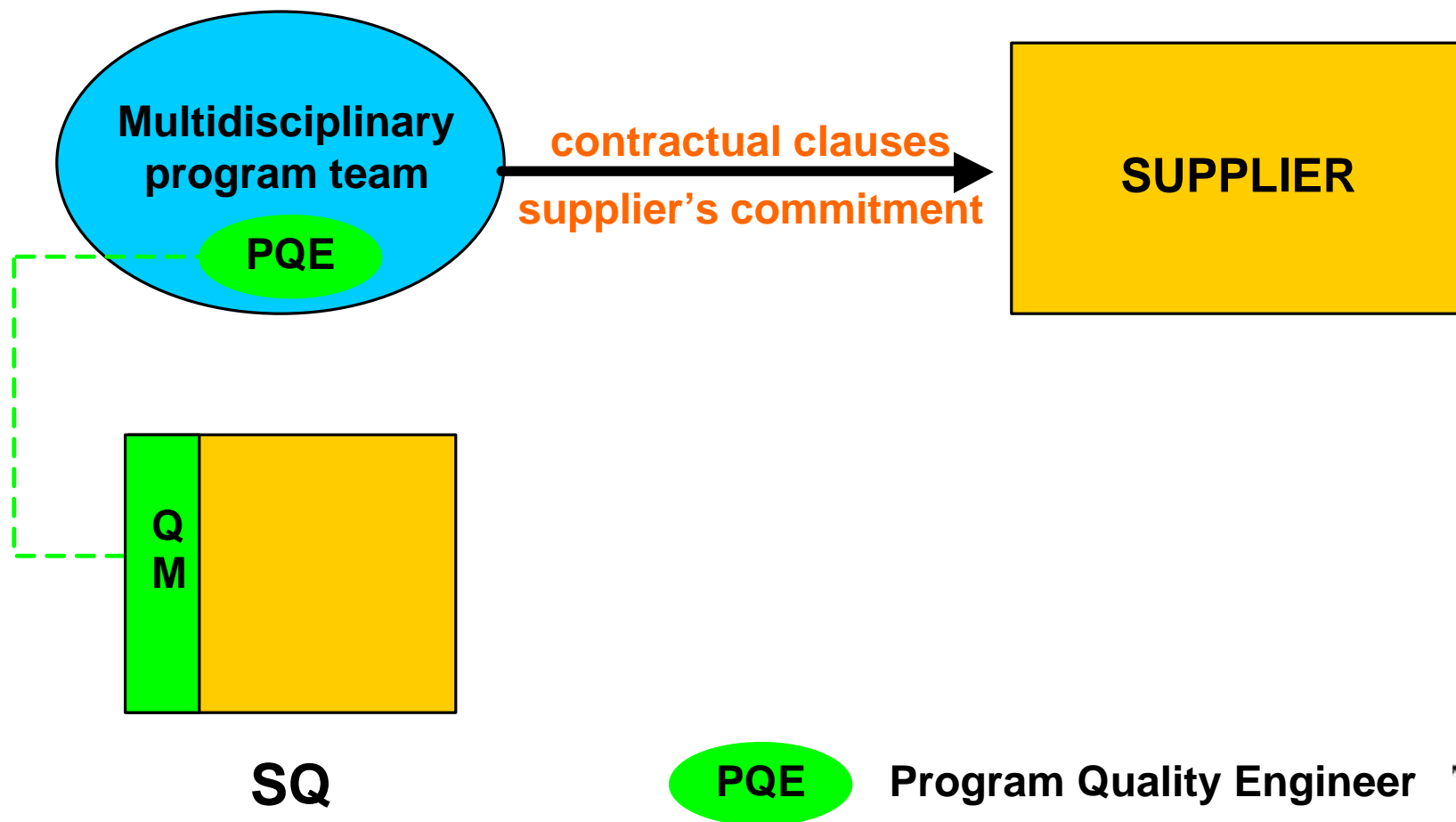
Program quality engineers (PQE)

- **Quality specialists appointed by DPM/SQ** members of multidisciplinary program teams
- **Today : 30 PQE's** covering ~ 90% of the programs
- **Tomorrow : ~ 50 PQE's** covering all contracts above 2,5 M Euros
- **Activities focused on product quality :**
 - specification of requirements and negotiation of contractual commitments
 - exploitation of feed-back experience

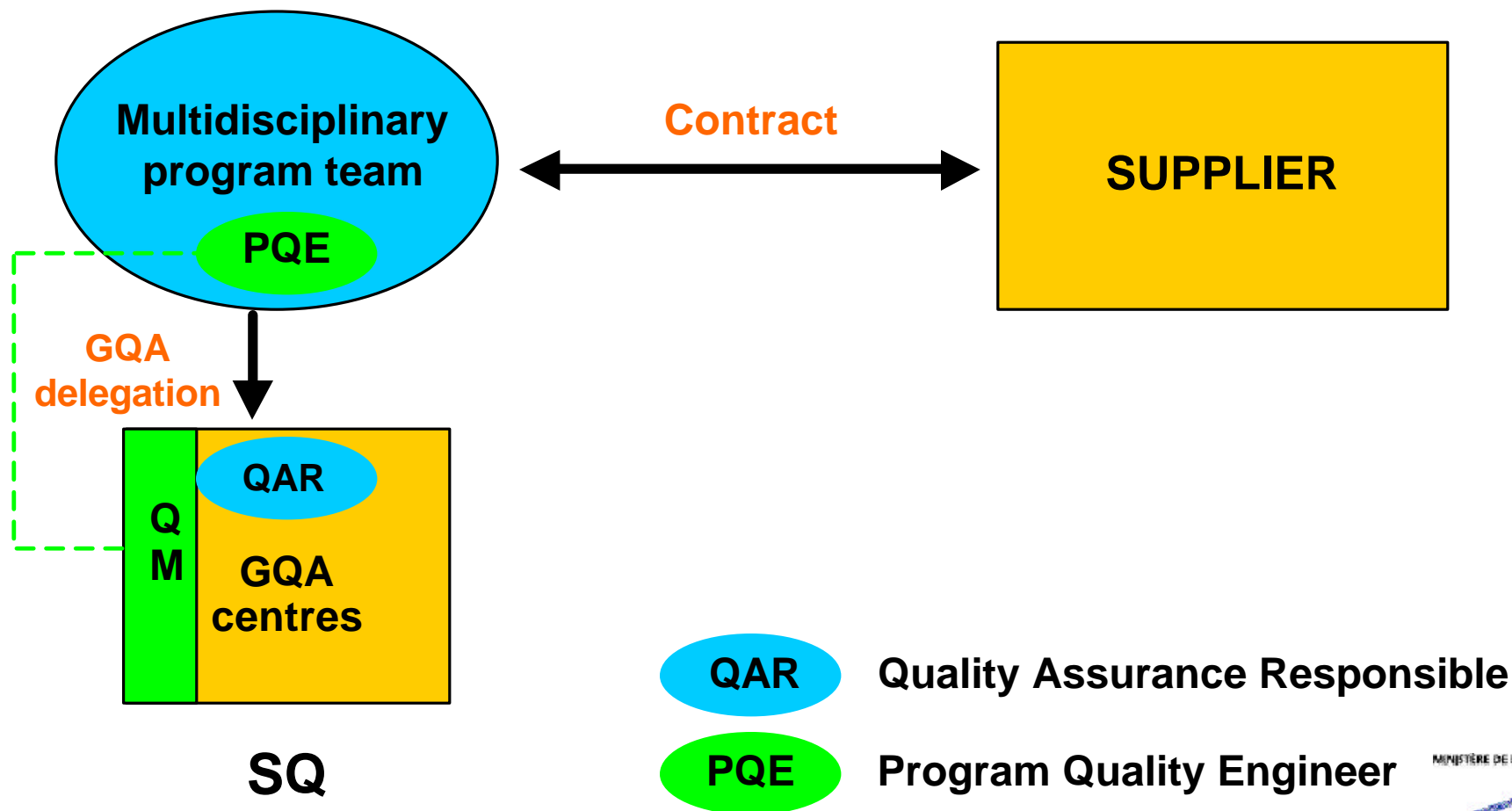
Contractual product quality

- **specified requirements**
for the product quality
- **quality plan, answers to requirements**
inspection or test plan, reviews, delivered results, traceability records,...
- **deliverables**
equipment and objective evidences of its quality
- **supplier's commitment**
warranties, compensation according to damages, penalties

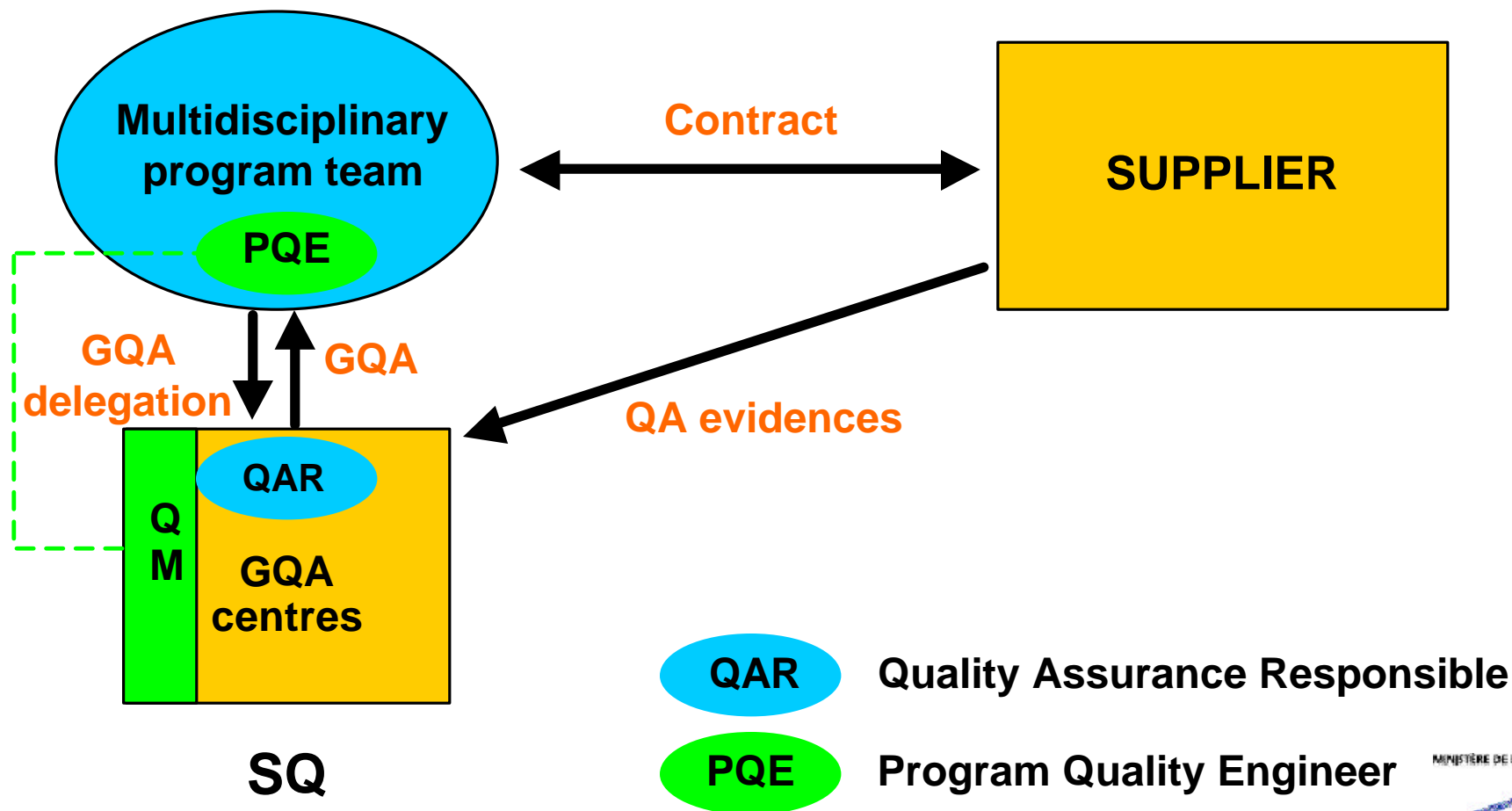
Product quality management (1)



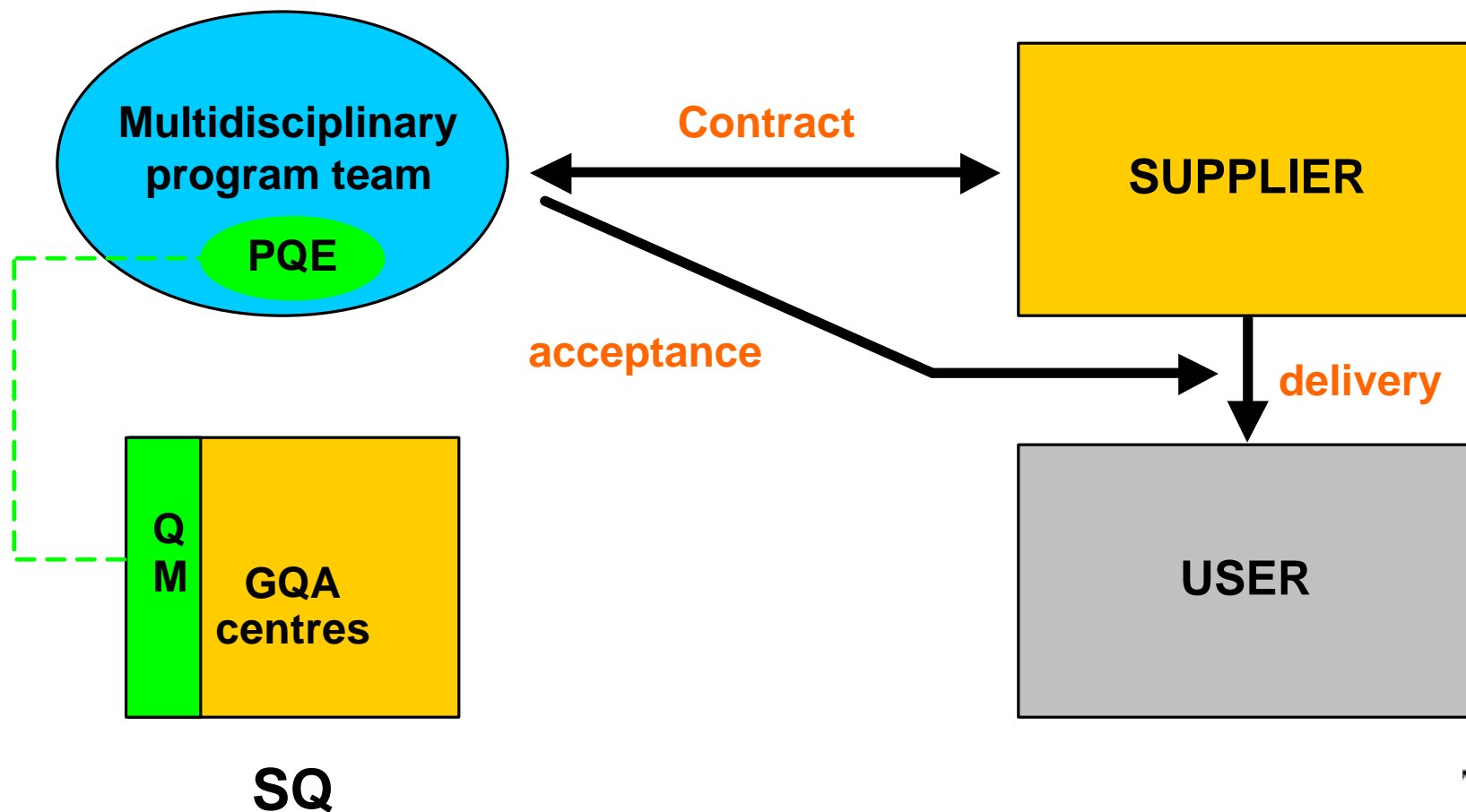
Product quality management (2)



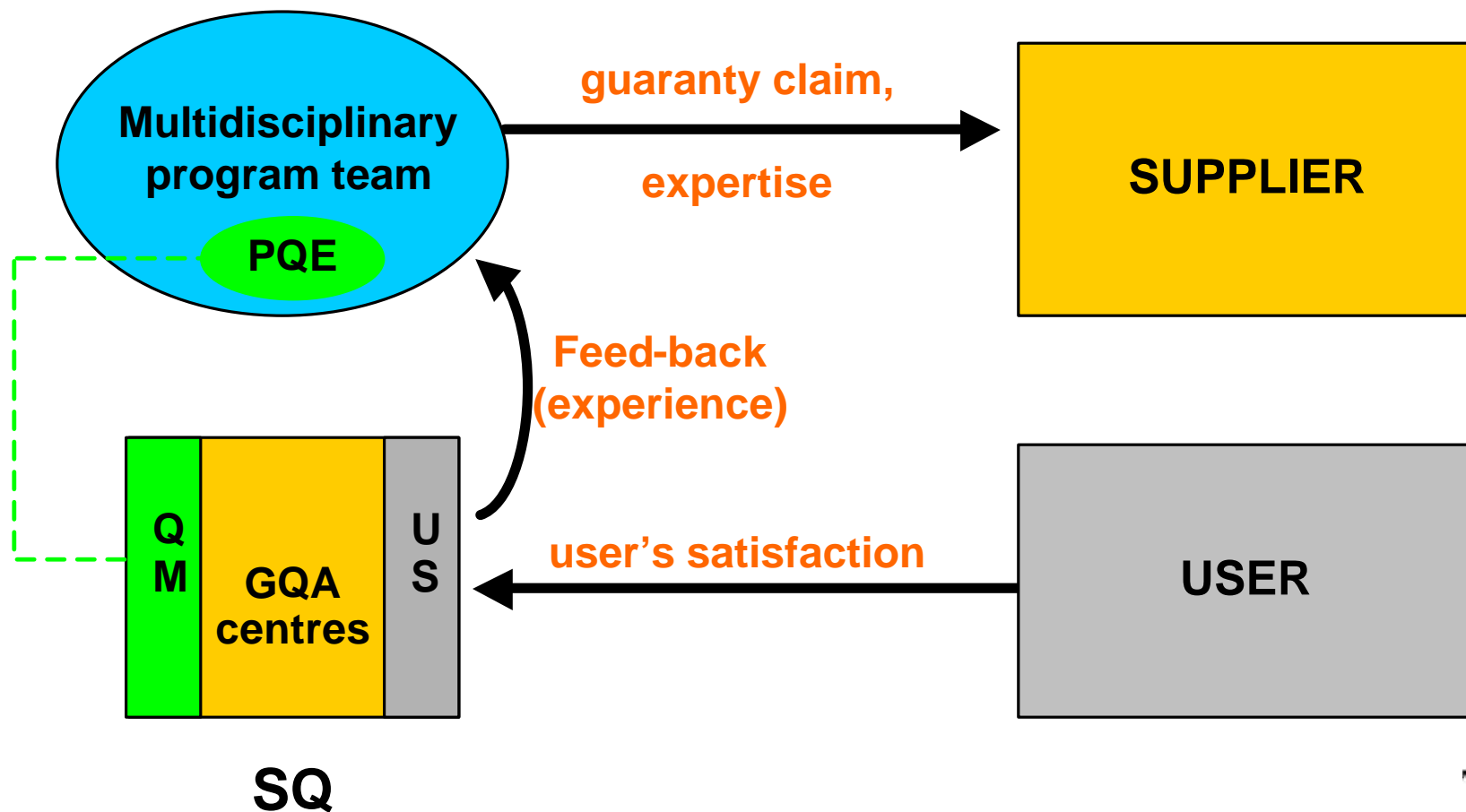
Product quality management (3)



Product quality management (4)



Product quality management (5)



Assessment and ranking of suppliers

- **monthly quality indicators**
of the monitored industrial deliveries
- **suppliers assessment**
in the pre-award phase
- **half-yearly ranking of the quality performance**
of the major suppliers

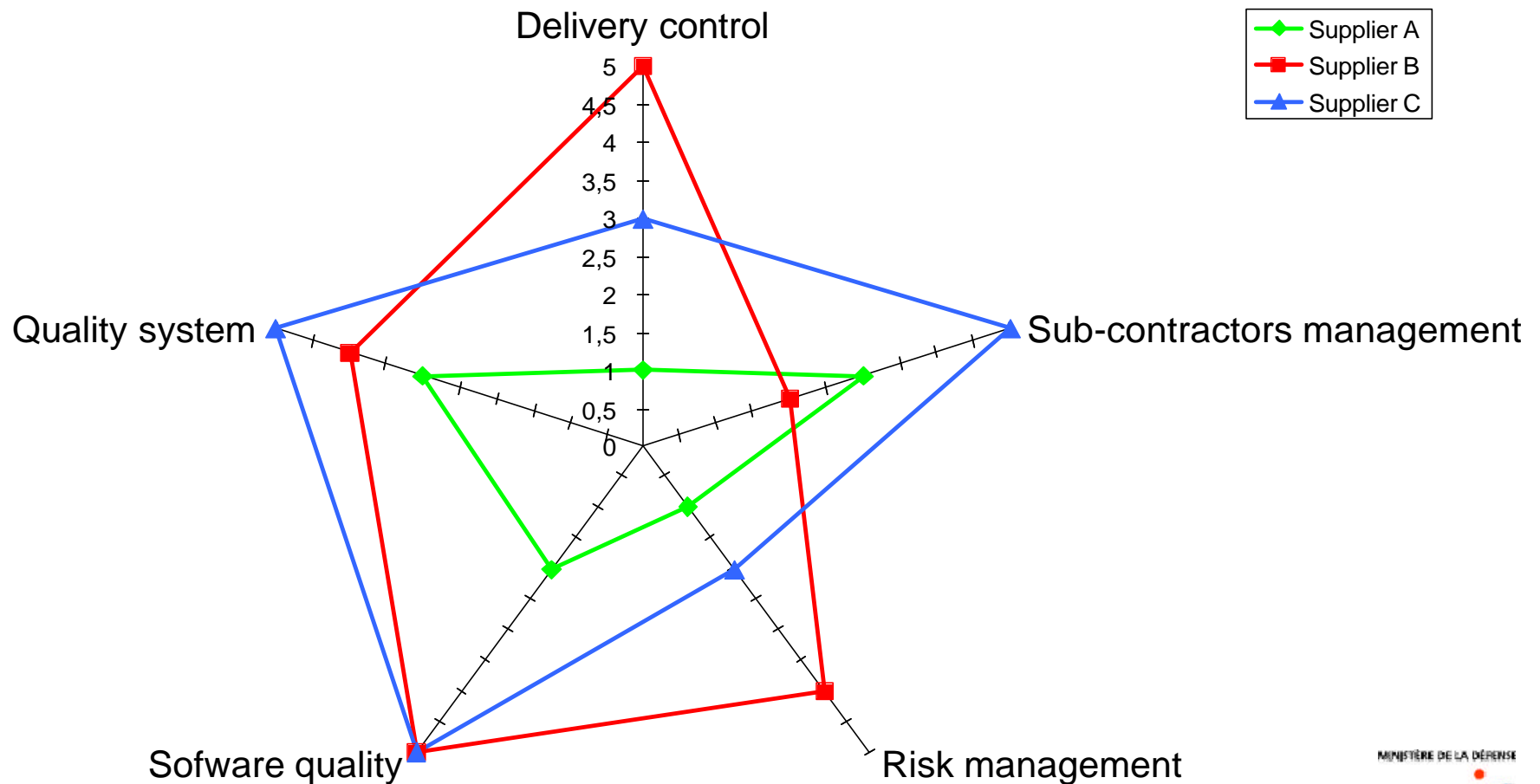
Monthly quality indicators

- reporting to DGA's executive committee
- average on all monitored contracts, some critical programs, major suppliers
- figures :
 - overall accepted / rejected lots
 - major non-conformities
 - delays of accepted lots
- operating since September 1998

Pre-award assessment of the suppliers

- **Comparative assessment of the suppliers capacity to realise quality products**
- **Examination of recent contracts by a same team (2/3 p)**
- **Tasks performed within a short time**
- **Subjects of the assessment proposed by the program team (contracts > 10M Euros)**
- **Ranking by a commission**

Pre-award assessment of the suppliers, quality profile example



Quality performance reporting of major suppliers (1)

- **Half-yearly ranking with diffusion to :**
 - CEO of the industrial group or firm
 - head of DGA, program services,
 - inside SQ
- **~ 45 major suppliers assessed**
 - on an homogeneous area
 - several reports for a major group
- **Unique interface with the supplier**

Quality performance reporting of major suppliers (2)

- **Five parts :**

- **global quality figure with a rank,**
- **summary description of the supplier,**
- **SQ's position on the conformity and efficiency of the quality system,**
- **measure of the delivery delays and product quality control,**
- **remarkable non-quality facts.**

Quality performance reporting of major suppliers (3)

Anticipated developments :

- 4th criterion measuring :
 - user's satisfaction and/or
 - operational reliability/availability on major products delivered to DGA
- mid-long term, a measure of progress
 - EFQM, CMM, SPICE, evolution of ISO 9000-2000

User's satisfaction (1)

- **User's satisfaction :**

- to appreciate the product quality “in fine”
- source of improvements for DGA and Armed Forces

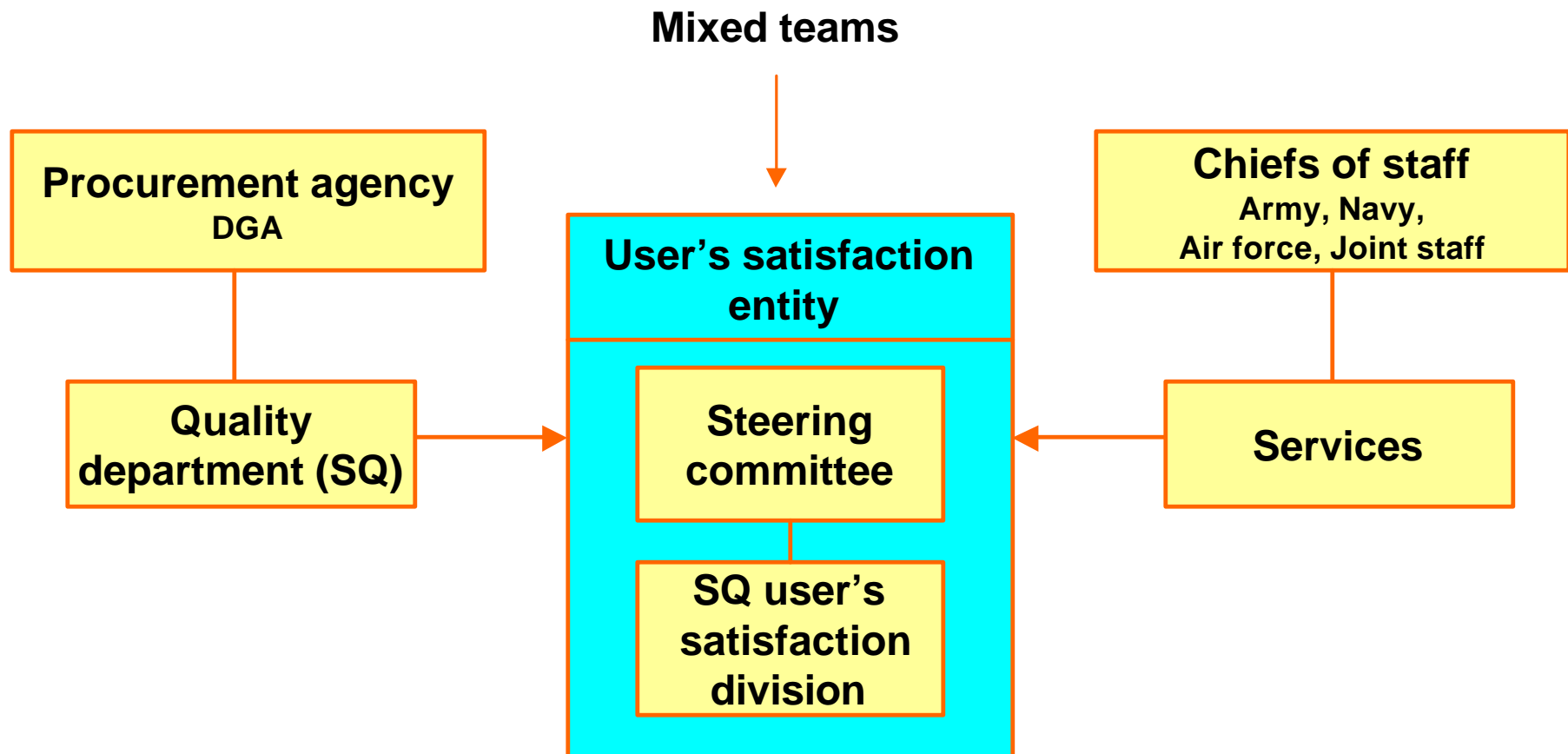
- **Expected results :**

- improvement of the feed-back between expression of need and realised product
- return of experience into programs
- US indicator to be included in the quality performance report of the suppliers

User's satisfaction (2)

- **Method : audits, interviews, user-industry meetings**
 - intrinsic quality of delivered product (reliability, maintenance, availability, ergonomics, compliance to specifications, ...)
 - proven facts having an actual operational impact, within the limits of the expressed need
 - **but not** improvement wishes or evolution of the initial specification

User's satisfaction, organization



GQA for foreign contracts

- **SQ is empowered by the delegator (accepted RGQA)**
- **GQA is performed to fulfil the requirements of the delegation**
- **as far as possible, GQA is performed in the same conditions as for french contracts**
- **international division of SQ acts as the “PQE”**